

King County Metro Accessible Services

Metro Accessible Services manages services that improve accessibility for seniors and customers with disabilities including Access Paratransit Service, Transit Instruction, Taxi Scrip and the Community Access Transportation Program (CAT). We also manage the Getting There transportation resource center. In addition to these programs, Accessible Services also works with all work groups at King County Metro to insure that the services provided comply with the requirements of the Americans with Disabilities Act (ADA).

- **ADA Compliance for Metro Bus Service**

Accessible Services staff serves as a resource for all of Metro to make sure bus service is accessible. All of Metro's buses have been accessible since 1999. Metro is currently on track to have all low floor buses as it replaces older buses that have lifts. Low floor buses do not have stairs at the doors, making it easy to get on board. The buses are equipped with ramps for wheelchair users and the front of the bus can kneel down to make it less of a step up from the curb.

- **Getting There Transportation Resource Center**

The transportation resource center is a partnership with Harborview Medical Center. The center is designed to help people with disabilities safely access transportation services in King County. Specially trained rehabilitation staff meets with you, individually assessing your ability to ride the bus. The center has a mock-up of a low floor bus so that the staff can assess your ability to get on and off of a bus.

When visiting the transportation resource center, staff can help with referrals to other services that might be able to provide the transportation you need. This can include regular Metro bus service, Access, Taxi Scrip, Transit Instruction, CAT services, Medicaid medical transportation and other community services. The staff can also assist if there is a particular barrier that is preventing you from accessing your local bus services. Safety equipment and high visibility gear are also available to help drivers notice you when you are out and about. If you are a person with a disability who needs assistance, accessing the transportation options in your area contact 206-263-3113. Interpreters can be scheduled for your visit. Just remember to request one when booking your appointment.

- **Transit Options**

Metro offers seniors and people with disabilities a free opportunity to practice using the bus. This service, called transit instruction can help you figure out which bus stops and routes work best for you. A professional Transit Instructor will work with you one-on-one. Instructors will ride along with you and then slowly let you take over as you become comfortable with using the bus. Transit Options can also offer you a chance to practice getting on and off the bus in your wheelchair or scooter. This can be particularly helpful if you have just gotten a new mobility aid. Group sessions are also available. A trainer can come and talk to your group about how to use the bus, answer questions and then take your group on a bus trip. If you are interested in Transit Options, call 206-749-4242. Interpreters are available both for individual and group trainings.

Mobility Specialists also go out, measuring and taking pictures of pathways to bus stops,

looking for barrier free routes for you so that you can use the regular bus services.

- **Access Transportation**

Under the ADA, Metro must provide comparable service for people with disabilities whenever and wherever regular bus service is provided. Access is a van service for people with disabilities who cannot use the regular bus because of their disability. To qualify for Access you must meet one of the following criteria because of a disability:

- You are not able to board, ride or disembark from some or all of the accessible public transit vehicles in King County.
- You require the use of the wheelchair lift or ramp to board the bus.
- You are unable to travel to or from some or all bus stops or rail stations.

If you are qualified for this service, a van and driver will come to pick you up, and then take you to your destination if it is within an area served by transit. Because Access is similar to bus service, the van driver may pick-up and drop-off other customers during your trip. Ride times are comparable to the bus. If you are able to use the bus trips to some locations, you will not be able to use Access for those trips. Reservations can be made from one to three days ahead. If you or someone you know is interested in Access, call 206-263-3113. Phone interpreters are available – just let the operator know which language you would like and they will get an interpreter on the line.

- **Community Access Transportation (CAT)**

Metro's CAT program seeks to expand transportation for seniors and people with disabilities by partnering with community agencies. Call 2-1-1 for Transportation resources in your area - just let the operator know which language you would like and they will get an interpreter on the line.

- **The Hyde Shuttle**

The Hyde Shuttle is the largest service funded through the CAT program. The free van service for seniors 55 and older and people with disabilities operate weekdays throughout King County. The vans provide door-to-door service in the neighborhood that you live. Call 2-1-1 to find out if there is a van in your neighborhood - just let the operator know which language you would like and they will get an interpreter on the line.

- **Taxi Scrip and Accessible Taxis**

The Taxi Scrip program provides subsidized taxi fare for people with disabilities and seniors who have low incomes. To apply for the program, call Metro Customer Services at 206-553-3000. Phone interpreters are available – just let the operator know which language you would like and they will get an interpreter on the line. Once you are approved for the Taxi Scrip program, you will be eligible to buy up to seven taxi scrip books per month. Each book costs \$5 and is good for \$10 worth of taxi fare. Taxi scrip does not expire, so you can use it right away or save it for an emergency.

In 2006, Accessible Services staff worked to get accessible taxis in King County. There are now 45 wheelchair accessible taxicabs in Seattle and King County.